

MONTANA CHEMICAL DEPENDENCY CENTER POLICY AND PROCEDURE MANUAL

Policy Subject: Staff Concerns/Complaints	
Policy Number: PRP 27	Standards/Statutes: ARM 37.27.121
Effective Date: 10/27/2004	Page 1 of 3

PURPOSE: To provide staff a process to register their concerns or complaints on issues within the facility.

POLICY: Concerns/complaints that may arise with staff are to be registered, either orally or in writing, to their immediate supervisor, who is identified on the facility Organizational Chart. If the concern/complaint is submitted in writing, it must be submitted on the MCDC Employee Situation Report Form and submitted to the supervisor. Employee Situation Reports will be reviewed and responded to by Management Team. If the concern/complaint is against or about the immediate supervisor, it may be registered with the Facility Administrator. Concerns/complaints do not meet the criteria of a Grievance; if the criteria for a Grievance are met, it must follow Montana Operations Manual (MOM) Personnel Policy 3-0125, Grievances, which may be found in the Personnel Support Office.

PROCEDURE:
Definitions

I. Concern/complaint: A concern/complaint covers an almost indefinable broad spectrum of topics and issues and is usually related to an individual's personal perspective on how they view something at a particular point in time. It may also be a response to a perception.

II. Grievance: A grievance is defined in MOM Personnel Policy 3-0125 as a complaint or dispute initiated by an employee regarding the application or interpretation of written laws, rules, personnel policies or procedures, which adversely affects the employee.

1. The process outlined within this policy is not intended to replace or constitute a grievance.

B. Immediate Supervisor: All staff in the facility have an immediate supervisor, as outlined on the facility organizational chart, consisting only of management level staff, who each have the authority to resolve complaints and grievances.

III. Registering a Complaint

IV. Staff who feels they have a concern/complaint, that does not constitute the criteria of a grievance, may request a meeting with their supervisor to discuss the issue, or put it in writing and submit it to their supervisor.

1. Concerns/complaints are not to go across management staff other than your immediate supervisor; i.e. if you choose to not register your issue with your immediate supervisor, you should not register it with another management staff; rather, it should follow the chain of command and move up to the Facility Administrator.
2. Staff may also request to be put on the agenda of Management Team Meeting to bring an issue forth for consideration. Management Team generally meets on Monday at noon and requests to be on the agenda should be made to the Facility Administrator.
3. The Performance Improvement Committee is not the forum to register complaints. This committee deals with data and performance outcomes and is a sub-committee of the Management Team. If a supervisor, Management Team or the Facility Administrator feels that an issue needs review by the Performance Improvement Committee, it will forward that issue to the committee for processing and a response back.
4. The staff Suggestion Box is intended to provide an opportunity for staff to offer positive options for consideration by Management for improvements within the facility. It is not intended as a place to deposit anonymous complaints with the expectation of resolution.

V. Processing Complaints

1. Wherever a concern/complaint is registered, it will be the responsibility of the receiving entity to do a reasonable investigation/exploration of the validity and substance of the issue and determine how and if it may be resolved, giving full consideration to recommendations for resolution from the complainant.
2. Every attempt will be made to resolve the concern/complaint at an informal level and may be responded to either verbally or in writing. However, if it appears that the concern/complaint is beyond the scope of informal resolution, the employee may be advised to pursue their issue in a more formalized fashion.
3. Supervisors or other entities that may receive a complaint are encouraged to utilize any and all resources available to them to assist them in arriving at a solution/resolution.
4. Not all registered concerns/complaints may result in resolution to the satisfaction of the complainant, as the issue may not possess enough substance or validity to arrive at a reasonable resolution.
5. Anonymous concerns/complaints will be considered and processed on their merit. Management Team will determine if they contain merit; if they do, they will be processed for determination of potential resolution and outcome.

Approved By: _____ 11/06/04
David J. Peshek, Administrator